

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: §  
James Longbottom et al. §  
§  
Serial No.: 09/668,785 §  
§  
Confirmation No.: 2355 §  
§  
Filed: September 22, 2000 §  
§  
For: METHODS AND APPARATUS §  
FOR INTERACTIVE §  
COMMUNICATION WITH §  
SERVICE AND SUPPORT §  
PERSONS §

Group Art Unit: 3687

Examiner: Vanel Frenel

MAIL STOP AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**RESPONSE TO OFFICE ACTION DATED APRIL 28, 2008**

In response to the Office Action dated April 28, 2008, having a shortened statutory period for response set to expire on July 28, 2008, please enter this response and reconsider the claims pending in the application for reasons discussed below. Applicant herewith petitions the Commissioner of Patents and Trademarks to extend the time for reply to the Office Action dated April 28, 2008 for 3 months from July 28, 2008 to October 28, 2008. The Commissioner is hereby authorized to charge, or to credit any overpayment, to counsel's Deposit Account No. 20-0782/WEAT/0042/WBP, for any additional fees, including extension of time fees or excess claim fees, required to make this response timely and acceptable to the Office.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper. **Remarks/Arguments** begin on page 5 of this paper.